As of 10/21/02, the following changes have been made to the Help PoC tool:

- ➢ **New Help POC Status codes have been added. See the descriptions below**:

  - PAYC: Awaiting Payroll Confirmation

    - This code will be used when all action has been taken and it is necessary to validate that the item has made it to Payroll accurately.

  - AGCY: Awaiting Agency Input/Action

    - This code will be used when Agencies need to perform some action or provide PSC additional information

  - FUNC: Pending Functional Research

  - TECH: Pending Technical Research

  - MREV: Awaiting Management Review

  - NOFA: Closed/No Further Action

- ➢ **The following status codes have been inactivated:**

  - NOAP: Not Approved

  - PEND: Pending System Investigation

  - PEPR: Pending Prioritization

  - OPEN: Open

Questions? Contact your Agency Liaison or the PSC Help PoC Team.

Enterprise Human Resources and Payroll

#4 - HELP POC UPDATES

> **The following status code descriptions have been changed:**

- POCR – Closed/ Help PoC Resolved
- RDTP – Closed/Released to Production

What will happen to the old tickets that have status codes that are inactivated?

> A mass update will be done to update the ticket status using the following criteria:

- All OPEN tickets will be updated to a FUNC status.

- All PEND tickets will be updated to a TECH status.

- All NOAP tickets will be updated to a NOFA status.

- All PEPR tickets will be updated to a MREV status.

Enterprise Human Resources and Payroll

#4 - HELP POC UPDATES

Effective 10/21/02, each Agency will have individual point of contact on the EHRP Help PoC team. The assignment will be as follows:

- ➢ Ronald Ferguson – NIH

- ➢ Theresa Lewis – IHS, FDA

- ➢ Sylvia Dennis – CMS, HRSA

- ➢ Jackie Funderburk – PSC, SAMHSA, AHRQ, AOA, OIG, ACF, OS, CDC

- ➢ The following back up coverage will apply to the Help PoC team:

  - ➢ Sylvia Dennis will be Jackie Funderburk's back up

  - ➢ Jackie Funderburk will be Sylvia Dennis's back up

  - ➢ Theresa Lewis will be Ron Ferguson's back up

  - ➢ Ron Ferguson will be Theresa Lewis's back up

Enterprise Human Resources and Payroll

#4 - HELP POC UPDATES

Please keep in mind the following helpful hints when entering tickets.

➢ Be sure to check the T&A and pay stats reports for an employee to insure that hours have been logged.

➢ Be sure you have the Empl ID, effective date, NOA, action, reason and any other applicable data on the ticket so the Help POCs can better research the issue.

➢ When requesting a table value to be added, be sure you have the description of the value you want to be added (e.g. bargaining unit description not just the number).

➢ When requesting reports, be sure you have a complete list of your report criteria like fields, dates and how you will use the report.

➢ In the Description field, enter a short description of the issue or request. (e.g. Query Request)

➢ Be sure to address one issue per ticket. If you have multiple issues, please log multiple tickets. (This aids our issue tracking.)

➢ Please do not call developers before logging tickets.